CLAIMS

1.   Method of tracking dropped calls comprising:

determining whether a call is dropped;

determining dropped call characteristics if the call is dropped; and

logging the dropped call characteristics.

2.   The method of claim 1 further comprising marking the dropped call, wherein a call drop function is activated.

3.   The method of claim 2 wherein activating the call drop function comprises selecting a menu feature.

4.   The method of claim 2 wherein activating the call drop function comprises depressing a call drop button.

5.   The method of claim 1 wherein determining the dropped call characteristics comprise:

counting time increments in response to a call; and

determining a call count based on time increments.

6.   The method of claim 5 further comprising adding a plurality of call counts to determine an accumulated call count.

7.   The method of claim 1 wherein the dropped call characteristics comprise a call location.

8.   The method of claim 1 wherein the dropped call characteristics comprise a battery charge strength indication.

5   9.   The method of claim 1 wherein the dropped call characteristics comprise a call drop origin.

10.   The method of claim 1 wherein the dropped call characteristics comprise a call time and a call date.

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11.   The method of claim 1 wherein logging the dropped call characteristics comprises storing the dropped call characteristics in a memory database.

15   12.   The method of claim 1 further comprising transmitting the dropped call characteristics to a provider.

13.   A computer usable medium including a program for tracking dropped calls comprising:

      computer readable program code for determining whether a call is dropped;

      computer readable program code for determining dropped call characteristics if the call is dropped; and

      computer readable program code for logging the dropped call

25   characteristics.

14.   The computer usable medium of claim 13 further comprising marking the dropped call, wherein a call drop function is activated.

15. The computer usable medium of claim 14 wherein activating the call drop function comprises selecting a menu feature.

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16. The computer usable medium of claim 14 wherein activating the call drop function comprises depressing a call drop button.

17. The computer usable medium of claim 13 wherein determining the dropped call characteristics comprise:

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         counting time increments in response to a call; and
         determining a call count based on time increments.

18. The computer usable medium of claim 17 further comprising adding a plurality of call counts to determine an accumulated call count.

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19. The computer usable medium of claim 13 wherein the dropped call characteristics comprise a call location.

20. The computer usable medium of claim 13 wherein the dropped call characteristics comprise a battery charge strength indication.

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21. The computer usable medium of claim 13 wherein the dropped call characteristics comprise a call drop origin.

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22. The computer usable medium of claim 13 wherein the dropped call characteristics comprise a call time and a call date.

23.   The computer usable medium of claim 13 wherein logging the dropped call characteristics comprises storing the dropped call characteristics in a memory database.

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24.   The computer usable medium of claim 13 further comprising transmitting the dropped call characteristics to a provider.

25.   A dropped call tracking system comprising:

10   means for determining whether a call is dropped;

means for determining dropped call characteristics if the call is dropped; and

means for logging the dropped call characteristics.